

Performance Information for Major IT Investments

(dollars reflected in millions)

Introduction

Chapter 22 of the Analytical Perspectives Section of the 2003 Budget discusses that agency IT Management Processes have three aspects: Capital Planning and Investment Control (CPIC), Enterprise Architecture (EA), and IT Performance Management. Chapter 22 provides detail in the areas of CPIC and EA. This document focuses on the area of IT Performance Management.

The federal government's IT portfolio of Investments for 2003 is approximately \$52 billion, with about 900 major projects accounting for \$18 billion of the total IT Investments. The performance information provided in this document represents most agencies first report for IT performance goals and measures. Many agencies continue to work on ensuring that all major projects have performance goals and measures tied to the strategic goals of the agency and linked to the business processes of the agency.

In order to gain a complete picture of the agency's IT Management and Governance Processes, it is important to analyze several documents in addition to this document. Begin with the detailed analysis in Chapter 22, of the Analytical Perspectives Section of the President's Budget, followed by the accompanying Table 22-1 that identifies agency effectiveness in the areas of CPIC, EA, business cases, E-Gov and agencies' efforts underway for 2002 to improve the management of IT in the Federal government.

Next, refer to the Exhibit 53 for a detailed listing of the investments (www.omb.gov). The Exhibit 53 provides lists of all of the agencies major projects, significant projects, and small or other investments. These three categories make up the entire set of IT investments for the individual agencies and the Federal government. Note that the Exhibit 53 is reported in a different format than the agencies reported; this is because there was additional information in terms of IT Security, Financial Management, etc., that OMB used to manage the information but does not publish as part of the final Exhibit 53.

An additional change to the published Exhibit 53 is that the report shows the breakout of major, significant, and small/other projects. The driving factor for this change is to facilitate the crosswalk to this document. The cross-walk is accomplished by identifying the major project on the Exhibit 53, and then referring to that agency's section of this document, identifying the project name you are looking for, and the supporting performance goals and measures for that project follow.

The discussion in this document, "Performance Information for Major IT Investments" includes the agency strategic goals, the total investments for 2001, 2002, and 2003 for each agency's major projects. Also provided are the performance goals and measures for FY2002 and FY2003. Many of the projects lack baseline performance information against which progress can be measured and the agencies are in the process of capturing this information for the first time.

The Department of Treasury

The Department of Treasury reports performance information for the following projects:

Project Number: 015-05-01-01-01-1102-02, Project Name: **Financial Analysis & Reporting System**. The project reflects investments in FY2001 of \$1.6, FY2002 of \$1.63 and FY2003 of \$1.7. Agency reports that this project supports agency strategic goal(s): Ensure strong financial management of Treasury's accounts. Performance goals and measures for FY2002 and FY2003 are 1) (Applies to both FY2002 & FY2003) FARS produces the Department's consolidated financial statements as well as bureau level statements and reports. 2) (Applies to both FY2002 & FY2003) FARS assists the Department with closing its financial records within 3 business days after the end of the reporting period.

Project Number: 015-05-01-12-01-1001-02, Project Name: **Secure Outreach Network, including Transition of Gateway Customers**. The project reflects investments in FY2001 of \$0.9, FY2002 of \$0.76 and FY2003 of \$0.8. Agency reports that this project supports agency strategic goal(s): Providing law enforcement support through information analysis and the creation of information resources for the prevention, detection, and prosecution of money laundering and other financial crimes. Performance goals and measures for FY2002 and FY2003 are Performance goal for FY03. Increase the number of investigative cases researched through direct access programs to 6,500 cases.

Project Number: 015-05-01-12-01-1002-02, Project Name: **Advanced Technologies to Enhance Analytical Capabilities**. The project reflects investments in FY2001 of \$0.4, FY2002 of \$0.39 and FY2003 of \$0.4. Agency reports that this project supports agency strategic goal(s): Providing law enforcement support through information analysis and the creation of information resources for the prevention, detection, and prosecution of money laundering and other financial crimes. Performance goals and measures for FY2002 and FY2003 are FY02 performance goal: Contractor met required deliverable schedule 90%.

Project Number: 015-05-01-12-01-1020-02, Project Name: **Integrated Treasury Network (ITN)**. The project reflects investments in FY2001 of \$29.8, FY2002 of \$25.94 and FY2003 of \$25.9. Agency reports that this project supports agency strategic goal(s): 1) Provide communications capability to support Treasury's law enforcement mission to protect the country's financial systems and our Nation's leaders, to provide the highest quality law enforcement training, to ensure trade and tax compliance, and foster a safe and drug-free America. 2) Procure quality goods and services at a fair and reasonable price in a timely manner. 3) Improve customer service. 4) Foster partnerships with customers and stakeholders to achieve objectives. 5) Continue to reinvent and modernize operations to achieve efficiencies. Performance goals and measures for FY2002 and FY2003 are 1) Increase Spectrum Efficiency. Measure: Base station infrastructure and subscriber units converted to narrowband (% measured per year); Target: 100% VHF by 1/1/2005; 100% UHF by 1/1/2008. 2) Maximize Efficiencies and Savings Through Shared Infrastructure. Measure: Reduction in Land Mobile Radio (LMR) sites per region (% per zone measured/ageraved per region). Target: 30%.

Project Number: 015-05-01-13-01-1010-02, Project Name: **TIGTA Information Technology**. The project reflects investments in FY2001 of \$3.0, FY2002 of \$3.10 and FY2003 of \$3.2. Agency reports that this project supports agency strategic goal(s): Provide quality service and products to TIGTA customers and stakeholders; Improve integrity of IRS operations by detecting and preventing fraud, waste or misconduct by employees and/or persons outside of the IRS; Identify opportunities for the IRS to improve the economy, efficiency and effectiveness of tax administration. Performance goals and measures for FY2002 and FY2003 are Performance Goal 1: By FY 2005, increase the monetary benefits from audit recommendations to a level of \$180 million annually. The performance measure is: Potential monetary benefits from audit recommendations made during the fiscal year. For FY02 the target is \$140M. For FY03 it is \$144M. Performance Goal 2: Provide timely justice by referring at least 80% (FY 2002) and 73% (FY 2003) of criminal investigative reports for prosecution within one year after case initiation. The performance measure is: Percentage of criminal investigative reports referred for prosecution within one year of case initiation. The target for FY02 is 80% and FY03 it is 73%.

Project Number: 015-05-01-13-01-1020-02, Project Name: **HR Connect**. The project reflects investments in FY2001 of \$24.2, FY2002 of \$25.75 and FY2003 of \$25.8. Agency reports that this project supports agency strategic goal(s): Continue to build a strong institution. Performance goals and measures for FY2002 and FY2003 are In FY02, increase the percentage of employees serviced by the system/data to

Performance Information for Major IT Investments

(dollars reflected in millions)

13%, and increase the percentage of requirements being met by the system/data to 50%. In FY03, increase the percentage of employees serviced by the system/data to 61% and increase the percentage of requirements being met by the system to 75%.

Project Number: 015-05-02-00-01-4836-02, Project Name: **Disaster Recovery - Treasury-wide**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$1.75 and FY2003 of \$1.8. Agency reports that this project supports agency strategic goal(s): Ensure continuity of Treasury operations. Performance goals and measures for FY2002 and FY2003 are 1) (Applies to both FY2002 & FY2003) Demonstrate that 90% of critical applications can be available in the event of a disaster within 12 hours. 2) (Applies to both FY2002 & FY2003) Demonstrate that 95% of critical applications can be available in the event of a disaster within 24 hours.

Project Number: 015-05-02-00-01-4843-02, Project Name: **Critical Infrastructure Protection (CIP) - Treasury-wide**. The project reflects investments in FY2001 of \$0.7, FY2002 of \$5.70 and FY2003 of \$5.7. Agency reports that this project supports agency strategic goal(s): Ensure continuity of Treasury operations. Performance goals and measures for FY2002 and FY2003 are Project Matrix Step 2 - By end of FY2002: 1) a full workplan will be developed and documented 2) all bureaus will be briefed on the workplan. NOTE: After reviewing OMB's Draft guidance "Sensitive Homeland Security Information" Treasury believes that a further level of detail constitutes a risk to Treasury's Critical Infrastructure. More detailed performance measures are available and are managed in the agency. Project Matrix Step 2 - By the end of FY2003: 1) Perform step 2 analysis for the those critical assets identified as "high priority". 2) Complete basic Step 2 analysis for a percentage of assets scheduled (depending on actual cost and funding availability.) NOTE: After reviewing OMB's Draft guidance "Sensitive Homeland Security Information" Treasury believes that a further level of detail constitutes a risk to Treasury's Critical Infrastructure. More detailed performance measures are available and are managed in the agency.

Project Number: 015-08-01-01-01-1110-02, Project Name: **FLETC Momentum-Procurement Desktop (MPD)**. The project reflects investments in FY2001 of \$1.8, FY2002 of \$0.89 and FY2003 of \$0.9. Agency reports that this project supports agency strategic goal(s): Significantly expand the access to and availability of quality law enforcement training. Performance goals and measures for FY2002 and FY2003 are Cost/Expense Avoidance - FFS Cross-Servicing: In FY02 the target is \$0.90M and in FY03 the target is \$0.93M; Cost/Expense Avoidance - Non-compliance with Legislative Acts/Mandates. In FY02 and FY03 the target is \$0.01M.

Project Number: 015-08-01-12-01-1020-02, Project Name: **FLETC Automated Scheduling & Allocation System (ASAS)**. The project reflects investments in FY2001 of \$0.6, FY2002 of \$0.56 and FY2003 of \$0.5. Agency reports that this project supports agency strategic goal(s): All FLETC graduates will possess the skills and knowledge needed to perform their law enforcement functions effectively and professionally. Performance goals and measures for FY2002 and FY2003 are: In FY02, increase the utilization of existing training facilities in FY02 from 75% to 80%; In FY02, Increase the Partner Organizations' satisfaction with training services provided by the FLETC.

Project Number: 015-08-01-12-01-1030-02, Project Name: **FLETC Distributed Learning System (DLS)**. The project reflects investments in FY2001 of \$0.5, FY2002 of \$0.47 and FY2003 of \$0.5. Agency reports that this project supports agency strategic goal(s): All FLETC graduates will possess the skills and knowledge needed to perform their law enforcement functions effectively and professionally; Significantly expand the access to and availability of quality law enforcement training. Performance goals and measures for FY2002 and FY2003 are reduced student time in training: In FY03 - the targeted savings is \$1.12M; Instructor Savings in FY03 is \$0.33M.

Project Number: 015-08-01-12-01-1050-02, Project Name: **FLETC Automated Testing & Evaluation System (FATES)**. The project reflects investments in FY2001 of \$0.1, FY2002 of \$0.14 and FY2003 of \$0.1. Agency reports that this project supports agency strategic goal(s): All FLETC graduates will possess the skills and knowledge needed to perform their law enforcement functions effectively and professionally; Significantly expand the access to and availability of quality law enforcement training. Performance goals and measures for FY2002 and FY2003 are: In FY02, the number of Validation Studies will increase. All Center Basic Programs (CITP MBPTP and LMTP) will be continuously evaluated, rather than one program per 18 months. Plus other Integrated and Advanced Program Validations will increase; the number of test forms for mark sensitive scanning will be greatly reduced for savings of approximately \$2000 in FY03.

Project Number: 015-08-02-00-01-1090-02, Project Name: **FLETC Geographic Information System (GIS)**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$0.08 and FY2003 of \$0.1. Agency reports that this project supports agency strategic goal(s): Significantly expand the access to and availability of quality law enforcement training. Performance goals and measures for FY2002 and FY2003 are: FY03 measures will be developed by October 1, 2002.

Project Number: 015-08-02-00-01-1120-02, Project Name: **FLETC Network Services System (NSS)**. The project reflects investments in FY2001 of \$3.6, FY2002 of \$5.10 and FY2003 of \$3.7. Agency reports that this project supports agency strategic goal(s): All FLETC graduates will possess the skills and knowledge needed to perform their law enforcement functions effectively and professionally; Significantly

Performance Information for Major IT Investments

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expand the access to and availability of quality law enforcement training. Performance goals and measures for FY2002 and FY2003 are: Annual cost per client will be reduced by \$0.01M in FY02 and FY03; Network uptime will be maintained at 98% in FY02 and FY03.

Project Number: 015-10-01-01-01-1020-02, Project Name: **Administrative Accounting (Fed Fin System, Procure Desk Top, Travel Mgr) Information Technology Plan/Budget Submission**. The project reflects investments in FY2001 of \$2.5, FY2002 of \$2.50 and FY2003 of \$2.6. Agency reports that this project supports agency strategic goal(s): Facilitate the achievement of a clean audit opinion on the Financial Report of the US Government through FMS's internal operations and support to Government agencies. Performance goals and measures for FY2002 and FY2003 are: (Applies to FY02 and FY03) - The Administrative Accounting System will perform at a level to insure FMS will receive a clean/unqualified audit opinion on the FMS's S&E and Treasury.

Project Number: 015-10-01-01-01-1050-02, Project Name: **Debt Management Accounting System (DMAS) Information Technology Plan/Budget Submission**. The project reflects investments in FY2001 of \$2.2, FY2002 of \$2.40 and FY2003 of \$2.5. Agency reports that this project supports agency strategic goal(s): Produce accurate, accessible, and timely government wide financial information and reports which contribute to improved quality of the Nation's financial decision making. Performance goals and measures for FY2002 and FY2003 are: (FY02) FMS will use the Debt Management Accounting System to track 100% of the collections (\$2.6 billion in FY2002) and disbursements in support of the two Debt Management Programs (DMSC ((FedDebt)) and TOP). (FY03) FMS will use the Debt Management Accounting System to track 100% of all the collections (\$2.8 billion in FY2003) and disbursements in support of the two Debt Management Programs (DMSC((FedDebt)) and TOP). A DMAS goal for FY03 is to provide timely and accurate reports to the Federal Program Agencies and Congress on the amount of delinquent debt FMS has collected.

Project Number: 015-10-01-14-01-1030-02, Project Name: **CP&R Replacement Project (Treasury Check Information System (TCIS)) IT Plan/Budget Submission FRB Option**. The project reflects investments in FY2001 of \$4.4, FY2002 of \$4.40 and FY2003 of \$4.2. Agency reports that this project supports agency strategic goal(s): Provide Federal payments timely and accurately, move toward an all electronic Treasury for payments, and determine the optimal payment processing environment for the future. Performance goals and measures for FY2002 and FY2003 are: (FY02) CP&R contributes to FMS's ability to adjudicate 90 percent of all forgery and non-receipt check claims within 14 days; The CP&R replacement program (TCIS) will develop detailed project plan and requirements documentation to make check and check claim data available, when replacement system is implemented, to all customers using the Internet. (FY03) CP&R contributes to FMS's ability to adjudicate 93 percent of all forgery and non-receipt check claims within 14 days; The CP&R replacement program (TCIS) will complete requirements, prototyping and testing to make check and check claim data available, when system is implemented, to all customers using the internet.

Project Number: 015-10-01-14-01-1060-02, Project Name: **Debt Management Servicing Center (redeveloped as FedDebt) Information Technology Plan/ Budget Submission**. The project reflects investments in FY2001 of \$2.7, FY2002 of \$3.14 and FY2003 of \$6.0. Agency reports that this project supports agency strategic goal(s): Maximize collection on government delinquent debt by providing efficient and effective centralized debt collection services. Performance goals and measures for FY2002 and FY2003 are: (FY 02) FMS will use the Debt Management Service Center program (FedDebt program) as one of two programs to support the overall goal of collecting a total of \$2.6 billion in delinquent debt; FMS will use the DMSC (FedDebt) program as one of two programs to increase the percentage of delinquent debt referred by the Federal Program Agencies to Treasury for collection to 75 percent. (FY03) FMS will use the Debt Management Service Center program (FedDebt program) as one of two programs to support the overall goal of collecting a total of \$2.8 billion in delinquent debt; FMS will use the DMSC (FedDebt) program as one of two programs to increase the percentage of delinquent debt referred by the Federal Program Agencies to Treasury for collection to 85 percent.

Project Number: 015-10-01-14-01-1090-02, Project Name: **GOALS II Information Technology Plan/Budget Submission**. The project reflects investments in FY2001 of \$3.9, FY2002 of \$3.30 and FY2003 of \$6.3. Agency reports that this project supports agency strategic goal(s): Produce accurate, accessible, and timely government wide financial information and reports which contribute to improved quality of the Nation's financial decision making. Performance goals and measures for FY2002 and FY2003 are: (FY02) GOALS II provides FMS the capability to issue 100% of the government wide accounting reports accurately. GOALS II provides FMS the capability to issue 100% of the government wide accounting reports on time. (FY03) GOALS II provides FMS the capability to issue 100% of the government wide accounting reports accurately. GOALS II provides FMS the capability to issue 100% of the government wide accounting reports on time.

Project Number: 015-10-01-14-01-1120-02, Project Name: **Governmentwide Accounting and Reporting Modernization (GWA) Information Technology Plan/Budget Submission**. The project reflects investments in FY2001 of \$3.7, FY2002 of \$3.70 and FY2003 of \$6.2. Agency reports that this project supports agency strategic goal(s): Produce accurate, accessible, timely government wide financial information and reports which contribute to improved quality of the Nation's financial decision making. Performance goals and measures for

Performance Information for Major IT Investments

(dollars reflected in millions)

FY2002 and FY2003 are: (FY 02) GWA contributes to the FMS issuance of government wide accounting reports with 100% accuracy; GWA contributes to the FMS issuance of 100% of the government wide accounting reports on time. (FY03) GWA contributes to the FMS issuance of government wide accounting reports with 100% accuracy and timeliness; In FY03 Federal Agencies will submit all non-Expenditure Transfers including borrowing from the Public Debt via the GWA system.

Project Number: 015-10-01-14-01-1140-02, Project Name: **PACER On-Line Information Technology Plan/Budget Submission**. The project reflects investments in FY2001 of \$4.5, FY2002 of \$4.80 and FY2003 of \$5.4. Agency reports that this project supports agency strategic goal(s): Provide Federal Payments timely and accurately, move toward an all electronic Treasury for payments, and determine the optimal payment processing environment for the future. Performance goals and measures for FY2002 and FY2003 are: (FY02) PACER will contribute to FMS's ability to process 100% of EFT claims in 1 day; (FY03) PACER will contribute to FMS's ability to process 100% of EFT claims in 1 day. Implementation of PACER Module II will automate a currently manual accounting system.

Project Number: 015-10-01-14-01-1150-02, Project Name: **Payment Application Modernization Information Technology Plan/Budget Submission**. The project reflects investments in FY2001 of \$1.4, FY2002 of \$3.50 and FY2003 of \$5.7. Agency reports that this project supports agency strategic goal(s): Provide Federal payments timely and accurately, move toward an all electronic Treasury for payments, and determine the optimal payment processing environment for the future. Performance goals and measures for FY2002 and FY2003 are: (FY02) The PAM system, when operational, will support the FMS performance goal of providing 100% of all Electronic Funds transfer claims in one day; The PAM system, when operational, will support the FMS performance goal to provide 100% of all paper check and Electronic Funds Transfer payments on time and accurately. (FY03) The PAM system, when operational, will support the FMS requirement to make 100% of paper check and electronic funds transfers on time and process 100% of electronic funds transfer claims in one day; In FY03 PAM continues to develop Internet capabilities and standardize payment applications throughout FMS.

Project Number: 015-10-01-14-01-1180-00, Project Name: **Secure Payment System (SPS) Information Technology Plan/Budget Submission**. The project reflects investments in FY2001 of \$2.1, FY2002 of \$3.30 and FY2003 of \$0.8. Agency reports that this project supports agency strategic goal(s): Provide Federal payments timely and accurately, move toward an all electronic Treasury for payments, and determine the optimal payment processing environment for the future. Performance goals and measures for FY2002 and FY2003 are: (FY 02) The SPS system, when operational, will support the FMS requirement to make 100% of paper check and electronic funds transfers on time and process 100% of electronic funds transfer claims in one day; By end FY02 SPS will have a Business Risk Assessment Plan, a Security Plan, and a Contingency/Disaster Recovery Plan in place for the SPS system. (FY 03) SPS will support the FMS requirements to make 100% of paper check and electronic funds transfers on time and process 100% of electronic funds transfer claims in one day; SPS will insure that 100% of all payment certifications are verified cryptographically prior to the disbursement of payments.

Project Number: 015-10-01-14-01-1200-02, Project Name: **Treasury Receivable, Accounting, and Collection System (TRACS) Information Technology Plan/Budget Submission**. The project reflects investments in FY2001 of \$2.5, FY2002 of \$2.50 and FY2003 of \$0.8. Agency reports that this project supports agency strategic goal(s): Provide timely collection of Federal Government receipts at the lowest cost through an all-electronic Treasury. Performance goals and measures for FY2002 and FY2003 are: (FY02) The TRACS system will provide FMS the ability to adjudicate 90 percent of forgery and nonreceipt check claims within 14 days. (FY03) The TRACS system provides FMS the ability to adjudicate 93 percent of forgery and nonreceipt check claims within 14 days; TRACS enhancements will be completed for design, testing and implementation to provide to agencies, electronically, outstanding claims and credit reports.

Project Number: 015-10-02-00-01-1040-02, Project Name: **Computer Security/Disaster Recovery Information Technology Plan/Budget Submission**. The project reflects investments in FY2001 of \$7.4, FY2002 of \$7.50 and FY2003 of \$8.8. Agency reports that this project supports agency strategic goal(s): (a) Produce accurate, accessible, timely government wide financial information and reports which contribute to improved quality of the Nation's financial decision making. (b) Provide Federal payments timely and accurately, move toward an all electronic Treasury for payments, and determine the optimal payment processing environment for the future. Performance goals and measures for FY2002 and FY2003 are: (FY02) Computer Security/Disaster Recovery insures that management, technical, and operational controls are in place to enable FMS to continue to make 100% of all paper check payments and EFT payments accurately and on time; Computer Security Program will develop a strategy to insure that the certification and accreditation process has been addressed for at least 65 percent of their computer systems by end of FY02. (FY03) Computer Security/Disaster Recovery insures that management, technical, and operational controls are in place to enable FMS to continue to make 100% of all paper check payments and EFT payments accurately and on time; The Computer Security Program will insure the certification and accreditation process has been completed for 100% of their operational systems by the end of FY2003.

Performance Information for Major IT Investments

(dollars reflected in millions)

Project Number: 015-10-02-00-01-1070-02, Project Name: **Enterprise Information Technology Plan/Budget Submission**. The project reflects investments in FY2001 of \$27.7, FY2002 of \$27.70 and FY2003 of \$43.2. Agency reports that this project supports agency strategic goal(s): (a) Produce accurate, accessible, timely government wide financial information and reports which contribute to improved quality of the Nation's financial decision making- (b) Provide Federal payments timely and accurately, move toward an all-electronic Treasury for payments, and determine the optimal payment processing environment for the future. Performance goals and measures for FY2002 and FY2003 are: (FY02) Enterprise provides the infrastructure so that FMS can make Treasury payments and associated information electronically 73 percent of the time; Enterprise provides the infrastructure so that FMS can process all Electronic Funds Transfer (EFT) claims in one day. (FY03) Enterprise provides the infrastructure so that FMS can process all Electronic Funds Transfer (EFT) claims in one day and make payments and associated information electronically 73 percent of the time; The Enterprise mainframe payments' platform will have 99% availability.

Project Number: 015-10-02-00-01-1130-02, Project Name: **Internet Migration Project Information Technology Plan/Budget Submissions**. The project reflects investments in FY2001 of \$0.8, FY2002 of \$0.80 and FY2003 of \$0.9. Agency reports that this project supports agency strategic goal(s): Produce accurate accessible and timely government-wide financial information and reports which contribute to improved quality of the Nation's financial decision making. Performance goals and measures for FY2002 and FY2003 are: (FY02) Internet project supports FMS' performance measure to issue government wide accounting reports with 100% accuracy; The Internet project supports the FMS performance measure to issue 100% of government wide accounting reports on time. (FY03) The Internet project continues to support the FMS performance measures of 100 accuracy and timeliness for provide government wide accounting reports; In FY03 the Internet project will enable FMS and the FMS user community, i.e., the Federal Program Agencies, to be compliant with the Government Paper Work Elimination Act requirements.

Project Number: 015-13-01-01-01-1012-02, Project Name: **Financial Resources Desktop (formerly FMIS)**. The project reflects investments in FY2001 of \$2.2, FY2002 of \$0.00 and FY2003 of \$0.0. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-01-12-01-1002-02, Project Name: **AEXIS Explosives Information System**. The project reflects investments in FY2001 of \$1.2, FY2002 of \$0.00 and FY2003 of \$0.0. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-01-12-01-1004-02, Project Name: **National Tracing Center Systems (Firearms Tracing System)**. The project reflects investments in FY2001 of \$6.2, FY2002 of \$0.00 and FY2003 of \$0.0. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-01-12-01-1005-02, Project Name: **National Integrated Ballistic Information Network (NIBIN)**. The project reflects investments in FY2001 of \$0.7, FY2002 of \$2.00 and FY2003 of \$2.0. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-01-12-01-1007-02, Project Name: **Tactical Radio Communication**. The project reflects investments in FY2001 of \$7.0, FY2002 of \$3.26 and FY2003 of \$3.4. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-01-12-01-1010-02, Project Name: **National Field Office Case Information System (NFOCIS)**. The project reflects investments in FY2001 of \$4.8, FY2002 of \$0.00 and FY2003 of \$0.0. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-01-12-01-1017-00, Project Name: **Firearms Integrated Technology**. The project reflects investments in FY2001 of \$4.4, FY2002 of \$2.50 and FY2003 of \$2.5. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-01-13-01-1006-02, Project Name: **National Revenue Center Systems Integration**. The project reflects investments in FY2001 of \$2.2, FY2002 of \$0.00 and FY2003 of \$0.0. Agency reports that this project supports agency strategic goal(s):

Performance Information for Major IT Investments

(dollars reflected in millions)

Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-01-13-01-1011-02, Project Name: **Laboratory Information Management System (LIMS)**. The project reflects investments in FY2001 of \$1.0, FY2002 of \$0.00 and FY2003 of \$0.0. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-02-00-01-1001-02, Project Name: **Enterprise Systems Architecture (ESA)**. The project reflects investments in FY2001 of \$27.1, FY2002 of \$27.46 and FY2003 of \$28.3. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-02-00-01-1008-02, Project Name: **Operation Systems**. The project reflects investments in FY2001 of \$16.0, FY2002 of \$14.88 and FY2003 of \$15.3. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-02-00-01-1009-02, Project Name: **Communication Engineering (Telephone Services Program, Data and Voice Communication)**. The project reflects investments in FY2001 of \$21.2, FY2002 of \$22.87 and FY2003 of \$23.5. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-02-00-01-1014-00, Project Name: **Software Maintenance**. The project reflects investments in FY2001 of \$16.9, FY2002 of \$18.05 and FY2003 of \$18.5. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-13-02-00-01-1015-00, Project Name: **Enterprise Architecture (EA)/ Configuration Management (CM)**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$3.01 and FY2003 of \$3.1. Agency reports that this project supports agency strategic goal(s): Reduce Violent Crime; Protect the Public; and, Collect Revenue. Performance goals and measures for FY2002 and FY2003 are: Will be provided by Spring 2002.

Project Number: 015-15-01-01-01-1120-00, Project Name: **SAP Implementation (formerly QPAM)**. The project reflects investments in FY2001 of \$5.0, FY2002 of \$3.61 and FY2003 of \$4.0. Agency reports that this project supports agency strategic goal(s): Build a strong and effective management support structure that assures the achievement of business results. Performance goals and measures for FY2002 and FY2003 are: The fiscal year 2002 goal is to replace the legacy real property databases with SAP integrated software and decrease amount of time to perform the monthly rent reconciliation from 14 days in 2001 to 7 days in 2002. Fiscal year 2003 goals are to replace the legacy contract management system with SAP integrated software and reduce contract personnel access from two databases in 2001 to one database in 2003.

Project Number: 015-15-01-11-01-1030-00, Project Name: **Automated Commercial System (ACS) Life Support**. The project reflects investments in FY2001 of \$122.4, FY2002 of \$122.43 and FY2003 of \$122.4. Agency reports that this project supports agency strategic goal(s): Stimulate and protect the economic interests of the United States by maintaining a sound trade management system that maximizes compliance with import and export laws and moves legitimate cargo effectively. Performance goals and measures for FY2002 and FY2003 are: The fiscal year 2002 goals are to process 98 percent of all incoming work within 3 minutes or less per transaction and to replace 8000 desktop computers and servers. Fiscal year 2003 goals are to process 98 percent of all incoming work within 3 minutes or less per transaction, and to increase PC and server replacements, through Seat Management, from 0 percent in 2002 to 25 percent in 2003.

Project Number: 015-15-01-11-01-1050-00, Project Name: **Automated Export System (AES)**. The project reflects investments in FY2001 of \$3.4, FY2002 of \$5.09 and FY2003 of \$2.5. Agency reports that this project supports agency strategic goal(s): Strengthen domestic and international efforts to disrupt the flow of illegal money derived from global criminal activity; to stimulate and protect the economic interests of the United States by maintaining a sound trade management system that maximizes compliance with import and export laws and moves legitimate cargo efficiently; and to build a strong and effective management support structure that assures the achievement of business results. Performance goals and measures for FY2002 and FY2003 are: The fiscal year 2002 goals for AES are to increase unreported currency seizures from \$30,000,000 as reported in 1999 to \$34,500,000 by 2002 and to reduce the average number of filer transactions per minute processing from 64 in 2001 to 37 by 2002. Fiscal year 2003 goals are to increase seizures for state, commerce and OFAC license violations

Performance Information for Major IT Investments

(dollars reflected in millions)

from \$91,000,000 in 2000 to \$109,000,000 in 2003 and to maintain trade processing for filer transmission turnaround time below 1 minute at 95 percent monthly average.

Project Number: 015-15-01-11-01-1200-00, Project Name: **Border Release Advanced Screening and Selectivity (BRASS)**. The project reflects investments in FY2001 of \$1.2, FY2002 of \$0.40 and FY2003 of \$0.0. Agency reports that this project supports agency strategic goal(s): Stimulate and protect the economic interests of the United States by maintaining a sound trade management system that maximizes compliance with import and export laws and moves legitimate cargo efficiently. Performance goals and measures for FY2002 and FY2003 are: The fiscal year 2002 goals for BRASS are to reduce labor cost by increasing savings from \$0 in 2001 to \$450,000 in 2002 and to decrease processing times from one hour in 2001 to 45 minutes in 2002. Fiscal year 2003 goals are not planned due to lack of funding in 2003.

Project Number: 015-15-01-12-01-1060-00, Project Name: **Automated Targeting System (ATS)**. The project reflects investments in FY2001 of \$5.0, FY2002 of \$2.50 and FY2003 of \$2.5. Agency reports that this project supports agency strategic goal(s): Secure our borders while facilitating the expeditious movement of international travel and commerce. Performance goals and measures for FY2002 and FY2003 are: The fiscal year 2002 goals for ATS are to increase APIS participation from 85 percent in 2001 to 95 percent in 2002 and increase Customs access to airline carrier reservation systems from 12 in 2001 to 24 in 2002. Fiscal 2003 goals are to increase APIS participation from 85 percent in 2001 to 100 percent in 2003 and increase Customs access to airline carrier reservation systems from 12 in 2001 to 48 in 2003.

Project Number: 015-15-01-12-01-1070-00, Project Name: **Commercial Recovery Facility (CRF)**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$18.30 and FY2003 of \$17.2. Agency reports that this project supports agency strategic goal(s): Build a strong and effective management support structure that assures the achievement of business results. Performance goals and measures for FY2002 and FY2003 are: The fiscal year 2002 and 2003 goals for CRF are to have the contractor provide 144 hours of test time per computing platform per year and provide for no less than 2 tests per computing platform per year.

Project Number: 015-15-01-12-01-1100-00, Project Name: **International Trade Data System (ITDS)**. The project reflects investments in FY2001 of \$5.4, FY2002 of \$5.40 and FY2003 of \$5.4. Agency reports that this project supports agency strategic goal(s): Stimulate and protect the economic interests of the United States by maintaining a sound trade management system that maximizes compliance with import and export laws and moves legitimate cargo efficiently; to strengthen domestic and international efforts to disrupt the flow of illegal money derived from global activity; to contribute to a safer America by reducing civil and criminal violations associated with the enforcement of Customs laws; and to build a strong and effective management support structure that assures the achievement of business results. Performance goals and measures for FY2002 and FY2003 are: To be provided by Spring of 2002.

Project Number: 015-15-01-12-01-1290-00, Project Name: **Automated Commercial Environment (ACE)**. The project reflects investments in FY2001 of \$130.0, FY2002 of \$300.00 and FY2003 of \$307.5. Agency reports that this project supports agency strategic goal(s): Stimulate and protect the economic interests of the United States by maintaining a sound trade management system that maximizes compliance with import and export laws and moves legitimate cargo efficiently; contribute to a safer America by reducing civil and criminal violations associated with the enforcement of Customs laws; and to build a strong and effective management support structure that assures the achievement of business results. Performance goals and measures for FY2002 and FY2003 are: To be provided by Spring 2002.

Project Number: 015-15-01-12-01-1310-00, Project Name: **Customs Automated Operations System (CAOS)**. The project reflects investments in FY2001 of \$2.8, FY2002 of \$0.04 and FY2003 of \$0.0. Agency reports that this project supports agency strategic goal(s): Dramatically reduce the availability and flow of drugs into the United States. Performance goals and measures for FY2002 and FY2003 are: The 2002 fiscal year goals are to increase the percent of total enforcement operations from 0 percent in 2001 to 10 percent for Southern California and from 0 percent in 2001 to 15 percent for West Texas and New Mexico. Fiscal year 2003 goals are to increase the percent of total enforcement operations from 0 percent in 2001 to 50 percent in Southern California and from 0 percent in 2001 to 20 percent for South Texas.

Project Number: 015-25-01-01-01-1004-02, Project Name: **COINS Upgrade/Enhancement**. The project reflects investments in FY2001 of \$31.7, FY2002 of \$18.31 and FY2003 of \$15.9. Agency reports that this project supports agency strategic goal(s): Obtain authority and improve the organization as needed to operate as a self-directed business enterprise. Performance goals and measures for FY2002 and FY2003 are manufacturing savings - inventory reduction in FY02 and FY03 valued at \$14.82M; Financial/Accounting employee efficiency increase in FY02 of \$2.83M and FY03 of \$3.44M.

Project Number: 015-25-01-11-01-1000-02, Project Name: **Internet, Intranet, and Extranet**. The project reflects investments in FY2001 of \$14.8, FY2002 of \$8.21 and FY2003 of \$9.2. Agency reports that this project supports agency strategic goal(s): Obtain authority and improve

Performance Information for Major IT Investments

(dollars reflected in millions)

the organization as needed to operate as a self-directed business enterprise. Performance goals and measures for FY2002 and FY2003 are Employee efficiency increase in FY02 and FY03 of \$4.44M; Call Center Order Process Savings of \$0.46M in FY02 and FY03.

Project Number: 015-25-01-11-01-1002-02, Project Name: **e-Business Solutions Project (e-SP)**. The project reflects investments in FY2001 of \$42.6, FY2002 of \$18.95 and FY2003 of \$15.8. Agency reports that this project supports agency strategic goal(s): Match the best in business in product quality and customer service; Generate annual numismatics revenue growth of at least 10 percent (1999 base year); Annually deliver 15 percent profit margin on numismatics products and 2 percent profit margin on bullion (excluding circulating commemorative); Aggressively recruit new and re-activate former Mint customers. Performance goals and measures for FY2002 and FY2003 are: The Mint can eliminate outside services costs for electronic catalog support and maintenance (FY03 - \$13.31M); Begin to recapturing some of the Mint's shipping and handling costs by charging a flat shipping and handling fee on Internet orders (FY02 - \$0.92M, FY03 - \$6.12M).

Project Number: 015-25-02-00-01-1001-02, Project Name: **Information Technology Support (ITS)**. The project reflects investments in FY2001 of \$13.4, FY2002 of \$11.03 and FY2003 of \$12.1. Agency reports that this project supports agency strategic goal(s): Obtain authority and improve the organization as needed to operate as a self-directed business enterprise. Performance goals and measures for FY2002 and FY2003 are: Increased employee productivity due to local area network (FY02 - \$2.91M, FY03 - \$3.08M); Cost avoidance due to reduction in office equipment requirements (FY02 - \$12.04M, FY03 - \$13.56M).

Project Number: 015-25-02-00-01-1033-02, Project Name: **Data Center**. The project reflects investments in FY2001 of \$3.2, FY2002 of \$2.78 and FY2003 of \$3.1. Agency reports that this project supports agency strategic goal(s): Obtain authority and improve the organization as needed to operate as a self-directed business enterprise. Performance goals and measures for FY2002 and FY2003 are: Cost avoidance due to reduction in office equipment requirements (FY02 - \$1.51M, FY03 - \$1.54M); increased employee productivity due to local area network (FY02 - \$3.74M, FY03 - \$3.88M).

Project Number: 015-35-01-14-01-1000-02, Project Name: **Administrative Support System**. The project reflects investments in FY2001 of \$8.1, FY2002 of \$6.05 and FY2003 of \$6.2. Agency reports that this project supports agency strategic goal(s): Accomplish Administrative Transactions Electronically. Performance goals and measures for FY2002 and FY2003 are FY02: process 98 percent of vendor payments electronically, and reconcile accounts within three business days after month's close 100 percent of the time.

Project Number: 015-35-01-14-01-2000-02, Project Name: **Marketable and Special Purpose Securities System (umbrella system)**. The project reflects investments in FY2001 of \$7.0, FY2002 of \$8.90 and FY2003 of \$7.4. Agency reports that this project supports agency strategic goal(s): Effectively Finance Government Operations. Performance goals and measures for FY2002 and FY2003 are: FY02 - Complete 90 percent of Treasury Direct customer service transactions in 3 weeks, and make 99.9 percent of Treasury Direct interest and redemption payments accurately.

Project Number: 015-35-01-14-01-3000-02, Project Name: **Savings Securities System (umbrella system)**. The project reflects investments in FY2001 of \$14.1, FY2002 of \$16.21 and FY2003 of \$14.9. Agency reports that this project supports agency strategic goal(s): Fulfill Customer Expectations; Effectively Finance Government Operations. Performance goals and measures for FY2002 and FY2003 are: FY02: Issue 95 percent of over-the-counter savings bonds in 3 weeks, and complete 90 percent of customer service transactions in 3 weeks.

Project Number: 015-35-01-14-01-4000-02, Project Name: **Public Debt Accounting Program System (umbrella system)**. The project reflects investments in FY2001 of \$7.2, FY2002 of \$7.14 and FY2003 of \$7.6. Agency reports that this project supports agency strategic goal(s): Fulfill Customer Expectations. Performance goals and measures for FY2002 and FY2003 are FY02 - process 100 percent of Government Securities Investment Program transactions timely, and process 99.9 percent of Government Securities Investment Program transactions accurately.

Project Number: 015-35-02-00-01-5000-02, Project Name: **Enterprise Infrastructure (umbrella system)**. The project reflects investments in FY2001 of \$16.4, FY2002 of \$15.94 and FY2003 of \$17.0. Agency reports that this project supports agency strategic goal(s): Fulfill Customer Expectations. Performance goals and measures for FY2002 and FY2003 are: (FY02) Supports completing 90 percent of customer service transactions for savings bonds within 3 weeks, and supports completing 90 percent of customer service transactions for marketable securities within 3 weeks.

Project Number: 015-45-01-01-01-4678-02, Project Name: **Custodial Accounting Project (CAP)**. The project reflects investments in FY2001 of \$50.8, FY2002 of \$41.00 and FY2003 of \$30.0. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are FY02 Deliver CAP Business Case Update and TASL B1 Transition To Support Plan. FY03 - Perform engineering analysis of

Performance Information for Major IT Investments

(dollars reflected in millions)

Enterprise Data Warehouse (EDW) system concept, requirements, testing, architecture, project management, privacy and security plans to encompass remaining components of the EDW and Update the CAP Baseline Business Case and other MS3 artifacts to reflect the full EDW.

Project Number: 015-45-01-01-01-4688-00, Project Name: **Integrated Financial System/Core Financial System**. The project reflects investments in FY2001 of \$8.2, FY2002 of \$17.25 and FY2003 of \$53.9. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are FY 02 - Deliver Baseline Business Case, MS 4A, Release 1 and Package System Design, MS 4A, Release 1. FY 03 - "Go Live" IFS system by Oct 1, 2003, post implementation support and transition to support. Deployed modules are: GL, AP, AR, cost accounting, funds management and budget execution, budget formulation, core financial management, and financial reporting. Confirmation of Release 2 requirements, updated business case, business area architecture, security and privacy plans, and organizational change management.

Project Number: 015-45-01-12-01-2128-02, Project Name: **1120 and 1120S Electronic Filing**. The project reflects investments in FY2001 of \$3.5, FY2002 of \$3.84 and FY2003 of \$1.9. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are: No measures. Only measures exist for FY05 and beyond.

Project Number: 015-45-01-12-01-2156-00, Project Name: **Criminal Investigation Electronic Records Management System**. The project reflects investments in FY2001 of \$0.3, FY2002 of \$2.18 and FY2003 of \$4.1. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are: Goals/Measures FY02 is to expand to 250 users on system. FY03 is to expand to 2000 users on system-because of the improved recordkeeping and document management.

Project Number: 015-45-01-12-01-2158-00, Project Name: **Criminal Investigation Management Information System (CIMIS)**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$2.17 and FY2003 of \$2.8. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are: Goals/Measures-FY02 Phase I prototype completed. FY03 goal -Phase I deployed to all CI.

Project Number: 015-45-01-13-01-2131-00, Project Name: **Form 990 Electronic Filing**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$2.04 and FY2003 of \$3.6. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are: The project has no FY02 or FY03 goals or measures, though measures are available for FY04.

Project Number: 015-45-01-13-01-2179-00, Project Name: **Integrated Complaints Environment**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$0.80 and FY2003 of \$4.6. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are: Measures will be available by March 2002.

Project Number: 015-45-01-13-01-4696-00, Project Name: **HR Connect/Business Systems Modernization**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$10.00 and FY2003 of \$10.0. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are: No measures exist for this investment.

Project Number: 015-45-01-14-01-1190-02, Project Name: **Treasury Offset Program Information Technology Plan/Budget Submission**. The project reflects investments in FY2001 of \$22.0, FY2002 of \$23.50 and FY2003 of \$16.8. Agency reports that this project supports agency strategic goal(s): Maximize collection on government delinquent debt by providing efficient and effective centralized debt collection services. Performance goals and measures for FY2002 and FY2003 are: (FY02) FMS will use the Treasury Offset Program as one of two programs to support the overall goal of collecting a total of \$2.6 billion in delinquent debt; FMS will use the Treasury Offset Program as one of two programs to increase the percentage of delinquent debt referred by Federal Program Agencies to Treasury for collection to 75%. (FY03) FMS will use the Treasury Offset Program as one of two programs to support the overall goal of collecting a total of \$2.6 billion in delinquent debt; FMS will use the Treasury Offset Program as one of two programs to increase the percentage of delinquent debt referred by Federal Program Agencies to Treasury for collection to 85%.

Performance Information for Major IT Investments

(dollars reflected in millions)

Project Number: 015-45-01-14-01-2165-00, Project Name: **Desktop Integration (Common Desktop)**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$1.13 and FY2003 of \$1.8. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are: Project is early in its life-cycle and we do not have qualitative measures to report at this time. We will develop measures by June 2002

Project Number: 015-45-01-14-01-2167-00, Project Name: **Notice Viewing**. The project reflects investments in FY2001 of \$3.5, FY2002 of \$0.00 and FY2003 of \$3.2. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are: In FY02, there are no measures as no equipment is being installed during the FY. In FY03 there will be an increase taxpayer first contact resolution resulting in a decrease from 3,974,194 to 3,582,775 Taxpayer Call Backs; and a Decrease CSRs Average Handle Time (AHT), showing a decrease from 736 to 646 seconds.

Project Number: 015-45-01-14-01-2189-00, Project Name: **Correspondence Imaging**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$2.54 and FY2003 of \$3.7. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are: Project is early in its life-cycle and we do not have qualitative measures to report at this time. We will develop measures by June 2002

Project Number: 015-45-01-14-01-4676-00, Project Name: **Customer Account Data Engine**. The project reflects investments in FY2001 of \$64.6, FY2002 of \$53.97 and FY2003 of \$77.5. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are FY02 - Deliver Release 2 updated baseline business case and Release 3 updated baseline business case. FY03 - Deliver Release 2 Transition to Support Plan and Release 3 Deployment Plan.

Project Number: 015-45-01-14-01-4684-02, Project Name: **Customer Communications 2002**. The project reflects investments in FY2001 of \$18.7, FY2002 of \$5.00 and FY2003 of \$0.0. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are FY02 - Complete project in FY02 through MS 5 Transition to Support Plan and MS 5 Updated Baseline Business Case. No measures for FY03.

Project Number: 015-45-01-14-01-4691-02, Project Name: **e-services**. The project reflects investments in FY2001 of \$30.9, FY2002 of \$26.09 and FY2003 of \$11.3. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are By FY02 develop agency-wide registration functionality for TIN matching and transcript delivery. By FY03 deliver Transformation Plan and Program Release Performance Report.

Project Number: 015-45-01-14-01-4695-00, Project Name: **Filing and Payment Compliance**. The project reflects investments in FY2001 of \$3.0, FY2002 of \$14.10 and FY2003 of \$25.0. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are FY02 - Deliver Baseline Business Case and Security Certification Package. FY03 - Skills based case routing and Monitor compliance results and modify business rules.

Project Number: 015-45-01-14-01-4697-00, Project Name: **Reporting Compliance**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$10.00 and FY2003 of \$12.0. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are: Measures will be developed by June 30, 2002.

Project Number: 015-45-01-14-01-4706-00, Project Name: **Customer Account Management (CAM) - Individual and Self-Assistance Models**. The project reflects investments in FY2001 of \$13.1, FY2002 of \$24.49 and FY2003 of \$40.0. Agency reports that this project supports agency strategic goal(s): Service to Each Taxpayer; Service to All Taxpayers; Productivity Through a Quality Work Environment. Performance goals and measures for FY2002 and FY2003 are FY02 - Deliver Baseline Business Case and Business Process Models. FY03 - Business Process Performance Model and Deployment Ready Release

Project Number: 015-55-01-01-01-2002-02, Project Name: **Financial Management and Accounting System**. The project reflects investments in FY2001 of \$2.7, FY2002 of \$2.96 and FY2003 of \$3.0. Agency reports that this project supports agency strategic goal(s): Provide a responsive support infrastructure to meet the needs of both the protective and investigative missions. Performance goals and

Performance Information for Major IT Investments

(dollars reflected in millions)

measures for FY2002 and FY2003 are: FY 2002 – Performance Measure: Acquire contractor support to implement the enterprise financial management system by March 31 2002. (qualitative) FY 2002 – Performance Measure Develop final implementation project plan by April 30 2002. FY 2003 – Performance Measure: Begin configuration and testing of the enterprise financial management system. The projected date to complete testing of the system is contingent upon the final implementation project plan.

Project Number: 015-55-01-12-01-2002-02, Project Name: **Enterprise Applications**. The project reflects investments in FY2001 of \$0.6, FY2002 of \$0.60 and FY2003 of \$0.6. Agency reports that this project supports agency strategic goal(s): Protect our nation's leaders, visiting world leaders, and other protectees as well as reduce threats posed by global terrorists and other adversaries; Reduce crimes against our nation's currency and financial system; Provide a responsive support infrastructure to meet the needs of both the protective and investigative missions. Performance goals and measures for FY2002 and FY2003 are FY 2002 – Performance Measure Continual review of system performance and the extent to which the applications meet current and emerging requirements. Program Goal: 100% customer satisfaction with current stable of enterprise applications. Performance Measurement: Number Of Customer Complaints - Projected Result: Less Than 0.5% Of Employees Surveyed.

Project Number: 015-55-02-00-01-1001-02, Project Name: **Secret Service Mainframe Infrastructure**. The project reflects investments in FY2001 of \$6.9, FY2002 of \$6.90 and FY2003 of \$6.9. Agency reports that this project supports agency strategic goal(s): Protect our nation's leaders, visiting world leaders, and other protectees as well as reduce threats posed by global terrorists and other adversaries; Reduce crimes against our nation's currency and financial system; Provide a responsive support infrastructure to meet the needs of both the protective and investigative missions. Performance goals and measures for FY2002 and FY2003 are FY 2002 – Performance Measure – Percentage of System Availability Projected Result: 99% System Availability. Program Goal: Along with improving services we are adopting technology to streamline data center operations. The Secret Service is investing in equipment to operate both the primary and backup sites as one. This effort provides redundancy for maintaining continuous mission capability while producing cost savings that recoup investment costs within eighteen (18) months. Additional capital improvements automate data replication between the centers further ensuring uninterrupted access to mission critical systems. FY 2003 - Performance Measure Percentage of System Availability. Projected Result: 99% System Availability

Project Number: 015-55-02-00-01-1002-02, Project Name: **Secret Service LAN Infrastructure**. The project reflects investments in FY2001 of \$1.3, FY2002 of \$1.25 and FY2003 of \$1.3. Agency reports that this project supports agency strategic goal(s): Protect our nation's leaders, visiting world leaders, and other protectees as well as reduce threats posed by global terrorists and other adversaries; Reduce crimes against our nation's currency and financial system; Provide a responsive support infrastructure to meet the needs of both the protective and investigative missions. Performance goals and measures for FY2002 and FY2003 are: FY 2002 – Performance Measure: Proportion of Employees Accessing LANs. Projected Result: 100% Employees.

Project Number: 015-55-02-00-01-1003-02, Project Name: **Secret Service PC Infrastructure**. The project reflects investments in FY2001 of \$3.0, FY2002 of \$2.99 and FY2003 of \$3.0. Agency reports that this project supports agency strategic goal(s): Protect our nation's leaders, visiting world leaders, and other protectees as well as reduce threats posed by global terrorists and other adversaries; Reduce crimes against our nation's currency and financial system; Provide a responsive support infrastructure to meet the needs of both the protective and investigative missions. Performance goals and measures for FY2002 and FY2003 are: FY 2002 - Performance Measure: Number Of Obsolete PCs Replaced. Projected Result: 200 Obsolete PCs Replaced. FY 2003 – Performance Measure Number of Obsolete PCs Replaced. Projected Result: 200 Obsolete PCs Replaced.

Project Number: 015-55-02-00-01-1005-02, Project Name: **Secret Service Enterprise Network**. The project reflects investments in FY2001 of \$5.7, FY2002 of \$5.72 and FY2003 of \$5.7. Agency reports that this project supports agency strategic goal(s): Protect our nation's leaders, visiting world leaders, and other protectees as well as reduce threats posed by global terrorists and other adversaries; Reduce crimes against our nation's currency and financial system; Provide a responsive support infrastructure to meet the needs of both the protective and investigative missions. Performance goals and measures for FY2002 and FY2003 are: FY 2002 – Performance Measure: The Service is now looking to expand the capability of supporting a mobile work environment so that agents can send and receive information while they are on investigative street assignments or on temporary protective assignments. Measurement: Proportion of network availability. Projected Result: 99.98% Network Availability.

Project Number: 015-55-02-00-01-4002-02, Project Name: **Information Security/Critical Infrastructure Protection**. The project reflects investments in FY2001 of \$0.2, FY2002 of \$0.05 and FY2003 of \$0.1. Agency reports that this project supports agency strategic goal(s): Protect our nation's leaders, visiting world leaders, and other protectees as well as reduce threats posed by global terrorists and other adversaries; Provide a responsive support infrastructure to meet the needs of both the protective and investigative missions. Performance goals and measures for FY2002 and FY2003 are: FY 2002 – Performance Measure: Maintain connectivity and 24-hour access to all mission critical

Performance Information for Major IT Investments

(dollars reflected in millions)

infrastructures from any location. Measurement: Percentage of Availability. Projected Output: 100% Availability. FY 2003 – Performance Measures: Assure a protected environment as the network opens to mobile employees and mission partners planning to use public data links.

Project Number: 015-55-02-00-01-5001-02, Project Name: **Secret Service Radio Program**. The project reflects investments in FY2001 of \$6.1, FY2002 of \$6.13 and FY2003 of \$6.1. Agency reports that this project supports agency strategic goal(s): Protect our nation's leaders, visiting world leaders, and other protectees as well as reduce threats posed by global terrorists and other adversaries; Reduce crimes against our nation's currency and financial system; Provide a responsive support infrastructure to meet the needs of both the protective and investigative missions. Performance goals and measures for FY2002 and FY2003 are: FY 2002 – Performance Measure. Percent Of Field Offices Converted To Narrow Band Infrastructure. Projected Result: 69% Conversion. Performance Measure: Percentage of Agents Transitioned to Using Narrow Band Infrastructure. Performance Measure - Percentage of personnel with wireless mobile devices. Program Goal: Equip every special agent travelling uniformed division personnel, and key support personnel with wireless mobile devices. FY 2003 – Performance Measure Percent of Field Offices Converted to Narrow Band Infrastructure. Projected Result: 84% Conversion FY 2003+5 & beyond – Performance Measure: Percent Of Field Offices Converted To Narrow Band Infrastructure. Projected Result: 100% Conversion.

Project Number: 015-55-02-00-01-5002-02, Project Name: **Secret Service Telephone Program**. The project reflects investments in FY2001 of \$10.6, FY2002 of \$10.60 and FY2003 of \$10.6. Agency reports that this project supports agency strategic goal(s): Protect our nation's leaders, visiting world leaders, and other protectees as well as reduce threats posed by global terrorists and other adversaries; Reduce crimes against our nation's currency and financial system; Provide a responsive support infrastructure to meet the needs of both the protective and investigative missions. Performance goals and measures for FY2002 and FY2003 are Convert Secret Service offices to a 100% compatible telephone standard by FY 2005. Performance measure for FY 2003 is 100% Compatible standards.

Project Number: 015-55-02-00-01-5004-02, Project Name: **Secret Service Pager Program**. The project reflects investments in FY2001 of \$1.2, FY2002 of \$1.19 and FY2003 of \$1.2. Agency reports that this project supports agency strategic goal(s): Provide a responsive support infrastructure to meet the needs of both the protective and investigative missions; Protect our nation's leaders, visiting world leaders, and other protectees as well as reduce threats posed by global terrorists and other adversaries. Performance goals and measures for FY2002 and FY2003 are FY2003 – Performance Measure - Continue to explore two-way paging and ability to send data (i.e. NCIC) to pagers.

Project Number: 015-57-01-01-01-1002-02, Project Name: **Financial Management-SMART**. The project reflects investments in FY2001 of \$5.0, FY2002 of \$1.76 and FY2003 of \$3.6. Agency reports that this project supports agency strategic goal(s): An expert, highly motivated, and diverse workforce and efficient utilization of other OCC resources. Performance goals and measures for FY2002 and FY2003 are to be provided by Spring 2002.

Project Number: 015-57-01-01-01-1008-00, Project Name: **Large Bank Information System**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$2.04 and FY2003 of \$3.1. Agency reports that this project supports agency strategic goal(s): A safe and sound national banking system. Performance goals and measures for FY2002 and FY2003 are being developed and will not be available until February 2002.

Project Number: 015-57-01-13-01-1003-02, Project Name: **Human Resources Management Systems**. The project reflects investments in FY2001 of \$1.2, FY2002 of \$0.65 and FY2003 of \$0.7. Agency reports that this project supports agency strategic goal(s): An expert, highly motivated, and diverse workforce and efficient utilization of other OCC resources. Performance goals and measures for FY2002 and FY2003 are: No measures, per discussion with OMB.

Project Number: 015-57-01-13-01-1009-00, Project Name: **CAGNet-Ombudsman**. The project reflects investments in FY2001 of \$0.0, FY2002 of \$0.70 and FY2003 of \$0.6. Agency reports that this project supports agency strategic goal(s): A safe and sound national banking system. Performance goals and measures for FY2002 and FY2003 are being developed and will not be available until Spring 2002.

Project Number: 015-57-01-14-01-1004-02, Project Name: **Examiner View**. The project reflects investments in FY2001 of \$6.0, FY2002 of \$0.92 and FY2003 of \$0.5. Agency reports that this project supports agency strategic goal(s): A safe and sound national banking system. Performance goals and measures for FY2002 and FY2003 are: Will not be available until Spring 2002.

Project Number: 015-57-02-00-01-1005-02, Project Name: **IT Infrastructure**. The project reflects investments in FY2001 of \$33.3, FY2002 of \$31.40, and FY2003 of \$35.0. Agency reports that this project supports agency strategic goal(s): An expert, highly motivated, and diverse workforce and efficient utilization of other OCC resources. Performance goals and measures for FY2002 and FY2003 are: Will not be available until Spring 2002.

Performance Information for Major IT Investments

(dollars reflected in millions)

Project Number: 015-57-02-00-01-1010-00, Project Name: ***02 IS Development and Maintenance***. The project reflects investments in FY2001 of \$0.0, FY2002 of \$16.10 and FY2003 of \$17.1. Agency reports that this project supports agency strategic goal(s): An expert, highly motivated, and diverse workforce and efficient utilization of other OCC resources. Performance goals and measures for FY2002 and FY2003 are: Will not be available until Spring 2002.